

Operations & Telecommunications Manager

DEFINITION

To plan, organize, direct and coordinate the activities of the telephone, voice & data communication and computer operation systems throughout the city; develop short and long-range plans for system expansion and improvements; and perform other related work as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Director of Management and Information Services.

Exercises direct supervision over assigned personnel.

ESSENTIAL FUNCTIONS – Functions may include, but are not limited to, the following:

Manage, design and implement the City's phone and data wiring and telecommunications activities.

Develop, implement and administer telecommunications policies and procedures.

Implement and maintain telecommunication capabilities and services as required to meet the needs of the expanding city environment; prepare reports as needed or required to provide information or recommendations regarding telephone operations and its effectiveness, future expansion or maintenance requirements.

Conduct application research studies as appropriate to identify new methods, techniques and equipment that would enhance the operation of existing systems and networks.

Direct and conduct traffic analysis studies of long distance usage to determine and implement the most cost effective rates for staff; conduct audits of telecommunications bills to insure appropriate billings for equipment and services rendered; analyze telephone usage and misuse and devise measures for cost containment.

Evaluate and develop resource usage plan for facilities and network services.

Plan, coordinate and schedule work, completion for modifications and upgrades to equipment, facilities or services.

Insure the maintenance of city telephone directory, call accounting and PBX system databases.

Establish policies, procedures, and performance standards to assure efficient and effective communication operations and services; design, program, and test voice processing

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applications; determines the most cost effective method of providing communications for voice and/or data among various locations.

Works with contractors to assure adequate voice and data cabling plans for new city facilities.

Analyze system and suggests alternative methods of using telephone system software and services.

Develop and implement divisional goals, objectives, policies and procedures.

Direct, oversee and participate in the development of the work plan; assign work activities, projects and programs; monitor workflow; review and evaluate work products, methods and procedures.

Work with, direct and supervise contractors in the proper installation of the city's communication projects.

Prepare the Operations portion of the MIS budget as well as the telephone CIP budget; assist in budget implementation; participate in the forecast of additional funds needed for staffing, equipment, materials and supplies; administer the approved budget.

Recommend the appointment of personnel; provide or coordinate staff training; conduct performance evaluations; implement discipline procedures as required; maintain discipline and high standards necessary for the efficient and professional operation of the department.

Build and maintain positive working relationships with co-workers, other employees and the public using principles of good customer service.

Represent the division and department to outside agencies and organizations; participate in outside community and professional groups and committees; provide technical assistance as necessary.

Research and prepare technical and administrative reports; prepare written correspondence.

Perform related duties as assigned.

### MINIMUM QUALIFICATIONS

#### Knowledge of:

Principles and practices of telephone and data network infrastructures, voice processing system concepts and computer operations.

Principles and practices of leadership, motivation, team building and conflict resolution.

Pertinent local, State and Federal rules, regulations and laws.

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Modern office procedures and computer equipment.

Principles and practices of organizational analysis and management.

Budgeting procedures and techniques.

Principles and practices of supervision, training and personnel management.

Ability to:

Organize and direct the computer operation and telecommunications vendors in the execution of the city's telecommunication projects.

On a continuous basis, analyze budget and technical reports; interpret and evaluate staff reports; know laws, regulations and codes; observe performance and evaluate staff; problem solve department related issues; remember various rules and procedures; and explain and interpret policy.

Perform the very complex work for the department.

Analyze problems, identify alternative solutions, and project consequences of proposed actions and implement recommendations in support of goals.

Gain cooperation through discussion and persuasion.

Interpret and apply City and department policies, procedures, rules and regulations.

Prepare and administer a budget.

Supervise, train and evaluate personnel.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate clearly and concisely, both orally and in writing.

Experience and Training

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

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Five years of increasingly responsible experience in computer operations, telecommunications and voice processing, including two years of supervisory responsibility.

Training:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in Information Systems, Computer Science or Telecommunications or a related field.

PHYSICAL DEMANDS

On a continuous basis, sit at desk and in meetings for long periods of time. Intermittently twist, squat, bend, stretch and climb ladders to reach, service or install telecommunication equipment; perform simple grasping and fine manipulation; use telephone, and communicate through written means.

WORKING ENVIRONMENT, CONDITIONS, AND PHYSICAL ACTIVITIES

On a continuous basis, sit at desk and in meetings for long periods of time. Intermittently twist, squat, bend, stretch and climb ladders to reach, service or install telecommunication equipment; perform simple grasping and fine manipulation; use telephone, communicate through written means; run errands; lift or carry weight of 40 pounds or less.

7/03